



PUBLIC WORKS ADMINISTRATION MANAGER

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of complex and highly responsible professional administrative duties involved in the study of policies, procedures, and practices of the Public Works Department; and to provide highly complex administrative support to the Public Works Director.

Supervision Received and Exercised:

Receives general direction from the Public Works Director.

Exercises direct supervision over professional, paraprofessional, technical and/or administrative staff.

Position Information:

The role of the Public Works Administration Manager is to oversee one or more functions of the Public Works Department. The Public Works Administration Manager is responsible for planning and overseeing staff resources; administering the budget for the section(s); handling complex administrative duties; and managing all aspects of work product. The Public Works Administration Manager classification works as a team within the division to carry out the strategic vision of the Public Works Director.

In addition, the Public Works Administration Manager develops and promotes a solid relationship with customer departments throughout the City to ensure that the City's technology and business needs are being met.

Essential Functions:

Duties may include, but are not limited to, the following:

- Work closely with Public Works Director to provide strong, visionary, and innovative management and leadership for Public Works in accordance with the City's Mission and Values;

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- Provide oversight to the Skill-based Compensation Plan, assist employees with understanding the program, and provide training; troubleshoot problems; recommend and develop changes to the Plan; respond to SBP surveys and requests from external sources; research and provide information on programs;
- Advise and assist with succession planning efforts;
- Serve as liaison to Human Resources on all recruitments, as well as on a variety of workplace issues involving Human Resources;
- Provide department oversight of and assist in all phases of the recruitment and selection process; work with Human Resources on interpreting, applying, and/or suggesting changes to related policies and procedures;
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct identified deficiencies and implement discipline procedures as needed;
- Investigate complaints and recommend corrective action to resolve complaints;
- Provide employee orientation to all new employees in conjunction with supervisors;
- Provide guidance and assistance to supervisors on Performance Improvement Plans (PIP's), employee discipline issues, coaching and mediation; monitor, track, coordinate, recommend and conduct fact-finding investigations regarding allegations of violations as necessary, in conjunction with Human Resources, City Attorney's Office and Diversity Office as appropriate;
- Coordinate and provide guidance on disciplinary actions and terminations within the department;
- Attend all work group meetings regularly; assist supervisors and employees with interpreting City of Tempe rules and regulations;
- Coordinate and assist supervisors and employees with annual market challenges, reclassification requests, etc.
- Facilitate and coordinate department diversity initiative;
- Participate and work closely with the Department Director and Deputy Directors in all reorganizations as part of organizational development coordination;

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- Assist the Public Works Director on various management issues; assist in the development, planning and implementation of goals and objectives; recommend and develop department policies and procedures;
- Explain and interpret departmental activities, programs and procedures;
- Coordinate specialized and customized training for the department; provide instruction in assistance to Tempe Learning Center staff for specific Public Works Department training;
- Serve as liaison and contact person to Information Technology Division for new software rollouts, new voicemail system updates and upgrades, shared PC users, etc.
- Exercise supervision over assigned staff or area; enforce City and departmental policies as set forth in the City Personnel Rules and Regulations and relevant Memorandums of Understanding; and handle performance management;
- Oversee public relations efforts for department;
- Represent the division on various taskforce projects, boards and committees;
- Participate in budget preparation for specific cost center and any personnel supplements; basic understanding of the City's budget practices and procedures;
- Respond to and resolve a variety of requests and complaints for employees, other municipalities and the general public;
- Direct or provide answers to questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints;
- Participate in professional development activities to stay apprised of new HR rules, management issues, warehouse practices and industry issues;
- Research and present surveys and reports and other necessary correspondence to the Public Works Director on specific management and leadership processes;
- Supervise and perform extensive research for special projects; collect information on operational and administrative challenges; synthesize information and make recommendations on policy issues; present issues to Division and Department Directors;

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- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Five years of responsible professional administrative or program management experience in a public agency. Some supervisory experience is preferred.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, business administration or a related field. A Master's degree is preferred.

Licenses/Certifications:

Possession of, or required to obtain within six months of hire, Certificate of Mediation Skills Training from the American Arbitration Association or equivalent.

Examples of Physical and/or Mental Activities:

- Operate city vehicles
- Work in a stationary position for considerable periods of time
- Operate computers, calculators and other office machines using repetitive hand/eye movement
- Considerable reading and close vision work
- May require working extended hours

Competencies:

(Pending)

Job Code: 382

Status: Exempt / Classified